OCCUPATIONAL GROUP: Information Technology

CLASS FAMILY: Project Management

CLASS FAMILY DESCRIPTION:

This family of positions includes those whose purpose is to provide enterprise-wide or agency level information technology planning, which involves all components of a project's lifecycle, including: planning, estimating, negotiating, analyzing, developing, testing, implementing and maintaining high quality, effective enterprise technology applications.

CLASS TITLE: Information Technology Project Manager 1

DISTINGUISHING CHARACTERISTICS:
These positions manage small-sized enterprise projects with limited analysis and testing requirements, responsibilities and timelines. These positions may assist a project manager through assigned responsibility for significant phases of major, highly complex projects. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manage the day to day operational aspects of an information technology project; creates, maintains, executes and monitors project plans; direct and sequence project activities
- Assist customers in proposing a solution for their business needs through the completion of the concept form to manage customer expectations in regard to project requests; works with customer to certify completion of tasks, milestones and project deliverables; reviews and authorizes change requests; reviews and forwards deliverables to customers.
- Identify, manage, and mitigate project issues and risks.
- Formulate and execute Communication plan.
- Direct distribution of project information including time lines, milestones, project scope, changes, status reports.
- Coordinate and monitor the project budget including resource hours expended, procurement of goods and services, and managing the scope and time frame.
- Facilitate and lead regular status update meetings with project team members to prioritize and plan projects.
- Maintain and complete all documentation on project status throughout the various stages of project life cycle.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of information technology system architecture, system operation, software, hardware, networks and telecommunication systems.
- Knowledge of new developments and applications of information technology and emerging technologies.

- Knowledge of principles and practices of project management methodology.
- Knowledge of state procurement and contracting practices and regulations.
- Knowledge life-cycle management concepts.
- Knowledge of information technology metrics methods and concepts.
- Skill in the use of personal computers in a Windows-based operating environment Skill in the use of workflow analysis.
- Ability to oversee and manage information technology projects.
- Ability to develop and manage project budgets.
- Ability to plan strategically based on project management plan.
- Ability to compile, assimilate, understand complex technical information and data and to communicate to various groups/stakeholders on information technology concepts and terminology.
- Ability to assess contract compliance and product/service quality; to negotiate contracts.
- Ability to communicate effectively and to deliver effective presentations.
- Ability to lead various employee levels to include management, professional, technical and support staff.

MINIMUM QUALIFICATIONS:
Education: Bachelor's degree from a regionally accredited four-year college or university.
Experience: 2 years in the field of Information Technology
Education & Experience Substitution: Four years of full-time or equivalent part-time paid professional administrative, project management, or managerial experience, plus two years of full-time or equivalent part-time paid experience in information technology such as computer programming, systems, programming, database management, systems analysis, or information technology project management.
Certificates, Licenses, Registrations: Project Management Certification

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CLASS TITLE: CLASS TITLE: Information Technology Project Manager 2

DISTINGUISHING CHARACTERISTICS:
These positions manage and lead a diverse team in the development and delivery of information technology enterprise projects. They are responsible for managing multiple projects of varying sizes and for the overall coordination, status reporting and stability of projects with moderate analysis and testing requirements. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manage and oversee the work of others; assigns, schedules, trains, reviews, and evaluates employees; processes leave requests and timesheets, resolves personnel issues and work related problems; schedules and prioritizes work; establishes and monitors budgets.
- Develop, implements, and maintain the Technology Project Management Methodology, which includes numerous processes that provide overall structure and organization to the acquisition and / or development of technology products and services.

- Lead and coordinate efforts to deliver an information project management training program; develops and delivers presentations; designs training materials; implements processes to track and report on training results for regulatory compliance purposes.
- Develop and contribute to policies and procedures related to project management, project management training, committee charters and information technology project management standards.
- Manage the acquisition and employment of external consultants and supplemental staff to support various projects and their management activities; determines the scope, budget and schedule; writes proposals; reviews and evaluates responses to proposals; selects the vendors/consultants to perform work.
- Research and manage, in accordance with procurement guidelines, the processes to select, implement, operate, and support the technology tools for technology projects.
- Perform quality assurance assessments for project deliverables and work processes; plans and schedules final management evaluation with involvement of all project stakeholders\sponsors.
- Participate in national and state conferences and meetings to present papers, discuss current industry trends and issues, and share ideas about project management and technology acquisitions.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of information technology system architecture, system operation, software, hardware, networks and telecommunication systems, new developments, applications of information technology and emerging technologies.
- Knowledge of lifecycle methodologies (e.g., requirements, acquisition, development, implementation, testing, certification and accreditation, maintenance, conversion, retirement, etc.) for data, applications, hardware, and other technology resources.
- Knowledge of state procurement and contracting practices and regulations.
- Ability to plan strategically based on project management plan.
- Knowledge of project management principles and practices, such as resource management, tasks and work breakdown structure, schedules, milestones, reporting, issue tracking, metrics methods and concepts.
- Ability to assess contract compliance and product/service quality; to negotiate contracts.
- Ability to direct and manage diverse teams or groups to include management, professional, technical and support staff on projects, of moderate to long duration, that impact numerous operations and processes, and require substantial changes in culture and business practices.
- Ability to read, understand, evaluate, interpret, compile, and apply complex technical information (e.g., technical diagrams, program code, technical manuals, regulations, and standards).
- Ability to communicate effectively, both verbally and in writing, to diverse groups/stakeholders/sponsors, including those serving in management, professional, technical, and staff positions.
- Ability to establish and maintain effective working relationships with subordinates, superiors, and the user community.

MINIMUM QUALIFICATIONS:
Education: Bachelor's degree from a regionally accredited four-year college or university.
Experience: 4 years in the field of Information Technology
Education & Experience Substitution: Eight years of full-time or equivalent part-time paid experience in computer programming, systems programming, database management, systems analysis, or information technology project management.
Certificates, Licenses, Registrations: Project Management Certification